

1 JOSEPH RODRIGUES
2 State Long-Term Care Ombudsman
3 Office of the State Long-Term Care Ombudsman
4 California Department of Aging
5 1300 National Drive, Suite 200
6 Sacramento, California 95834
7 Telephone: (916) 419-7510
8 Facsimile: (916) 928-2503

6 **UNITED STATES BANKRUPTCY COURT**
7 **EASTERN DISTRICT OF CALIFORNIA**
8 **FRESNO DIVISION**

8 In re:) Case No. 16-10015-A-9
9)
10 Southern Inyo Healthcare District) Chapter 9
11) **27th REPORT OF THE**
12) **PATIENT CARE OMBUDSMAN**
13 Debtor.) (No Hearing Required)

14 Pursuant to the order directing the appointment of a Patient
15 Care Ombudsman entered by this court on February 17, 2016, Tracy
16 Hope Davis, the United States Trustee, duly appointed Joseph
17 Rodrigues, the California State Long-Term Care Ombudsman, as the
18 Patient Care Ombudsman in this case.

19
20 In compliance with the notice of appointment, the Patient Care
21 Ombudsman is submitting his 27th report, covering the period
22 April 11, 2020 to June 4, 2020.

23 Respectfully submitted,

24
25 /s/Joseph Rodrigues
26 Joseph Rodrigues
27 State Long-Term Care Ombudsman

1 complaints made by or on behalf of residents to the LTC Ombudsman
2 Program, and any changes in the census of the facility.
3

4
5 The licensed capacity of the facility is 33, with a current
6 occupancy of 28. There is no noted significant change in resident
7 mix, such as the admission of different client groups, younger
8 residents, etc.
9

10 The local Ombudsman Program has not received any concerns
11 involving vendors, utilities, or external support factors that may
12 impact resident care.
13

14
15 In order to help control and prevent the spread of Coronavirus
16 Disease 2019, visitations by Ombudsman representatives in long-term
17 care facilities has been restrictive. Due to these restrictions,
18 the local Ombudsman representative has not conducted in person
19 visits during this reporting period. However, the local Ombudsman
20 representative has conducted seven check-in visits with the facility
21 staff via Zoom. During these check-in visits facility staff
22 reported residents are doing well but are restless. They are
23 planning new ways to engage residents in activities and keep them
24 connected with loved ones. They also provide updates on steps they
25 are taking to ensure they are prepared to continue to protect the
26 health and safety of residents. The local Ombudsman also spoke with
27

1 two residents via Skype, who expressed feeling lonely and isolated.

2
3 The local Ombudsman representative has not received any
4 complaints during this reporting period. The Patient Care Ombudsman
5 has no recommendations for the court at this time.
6

7
8 June 4, 2020

/s/Joseph Rodrigues
Joseph Rodrigues
State Long-Term Care Ombudsman